



## First Impressions: Communications in the Courthouse

Today's broadcast is for court staff and by the end of the broadcast you will be better able to:

- ✚ Define the connection between fairness and public trust and confidence
- ✚ Identify fairness issues or possible bias in communication and interaction
- ✚ Develop strategies for self-monitoring behavior to improve communication in our courthouses.



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### A Busy Day

1. Recognizing the benefit of an “Attorney Window” to the court, how could the clerk have handled this situation differently?
2. In your court, what have you done to ensure that court users don’t receive the unintentional message that their time is less valued than that of an Attorney?



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### Court Scene

1. How important is it to correctly pronounce the names of attorneys and parties in a case?
2. What tips or strategies might be suggested to strengthen court staff ability to pronounce names correctly?
3. Studies indicate that the behavior of the clerk can positively or negatively reflect on the judge. In this case, how might the other parties or attorneys, who are waiting for their case to be called, feel about the judge and her staff?



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### TRO

1. What assumptions did the clerk communicate about whom the restraining order is against?
2. How does one self-monitor for bias?
3. If you were the court user, how might you feel following this brief exchange with the clerk?

## First Impressions: Communications in the Courthouse Broadcast Evaluation Form

1. Has this broadcast increased your understanding of basic and complex communication in the court? If so, what was most useful?
2. What questions do you still have?
3. What suggestions do you have for improvement of this broadcast?
4. Please share your suggestions for future broadcasts focused on fairness.
5. Please rate the following broadcast elements of the program

	strongly agree		strongly disagree		
The activities in the course helped me learn the content...	5	4	3	2	1
The course duration was the right length...	5	4	3	2	1
The content of the course was relevant to my work needs...	5	4	3	2	1
If applicable, issues of access and/or bias and stereotypes were appropriately addressed in the course...	5	4	3	2	1

Court Name \_\_\_\_\_

Downlink Site Location: \_\_\_\_\_  
(City)



## BROADCAST FAX FORM



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### Questions and/or comments:

*\*Questions not answered during the broadcast will be posted to the COMET site ([www2.courtinfo.ca.gov/comet](http://www2.courtinfo.ca.gov/comet)) with our panelists' responses. Passwords are no longer required.*